		Weekly			Month									Overall Total
	Weekly Report	04/17/2021	04/10/2021	04/03/2021	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	519	454	454	3,098	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	99,145
	# Indexes Complete	378	331	296	2,079	7,387	19,429	18,306	12,448	6,720	4,117	4,209	3,310	78,854
	% Indexes Complete	73.4%	73.4%	65.2%	67.5%	73.9%	78.2%	82.3%	83.0%	82.5%	83.4%	78.2%	80.5%	79.7%
	# Indexes unreachable (Max Attempts)	141	123	158	1,019	2,694	5,477	3,951	2,565	1,435	823	1,184	817	20,291
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	27.4%	27.3%	34.8%	33.1%	26.9%	22.0%	17.8%	17.1%	17.6%	16.7%	22.0%	19.9%	20.5%
	# Indexes Attempted calls (all completions + at least 1 attempt)	515	451	454	3,082	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	98,906
	Average time from Index Received to Index Reached	0.07:58:43	0.06:15:45	0.12:19:46	0.09:52:12	0.10:37:06	0.11:46:27	0.14:09:07	0.17:12:42	1.00:28:17	1.14:38:38	2.20:30:30	3.02:53:00	0.21:49:45
	Average Index Handle Time	0.00:19:36	0.00:17:59	0.00:15:40	0.00:15:28	0.00:13:58	0.00:13:49	0.00:13:32	0.00:13:03	0.00:14:00	0.00:13:04	0.00:12:45	0.00:14:02	0.00:13:39
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	59.9%	62.9%	50.3%	55.8%	63.2%	66.6%	71.8%	72.7%	72.2%	68.9%	58.1%	52.5%	67.4%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.6%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.8%
Contacts	# contacts generated	1,012	724	479	3,738	13,360	39,110	48,338	36,844	21,074	14,495	9,572	6,923	195,407
	# contacts generated per Index Complete	2.7	2.2	1.6	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.5
	# contacts complete	839	649	439	3,492	12,742	36,676	43,035	32,569	18,420	12,756	8,724	6,388	176,481
	% contacts complete	82.9%	89.6%	91.6%	93.4%	95.4%	93.8%	89.0%	88.4%	87.4%	88.0%	91.1%	92.3%	90.3%
	# contacts unreachable (Max Attempts + missing phone numbers)	173	75	40	246	618	2,434	5,303	4,275	2,654	1,739	848	535	18,926
	% contacts unreachable (Max Attempts + missing phone numbers)	17.1%	10.4%	8.4%	6.6%	4.6%	6.2%	11.0%	11.6%	12.6%	12.0%	8.9%	7.7%	9.7%
	# contact attempted (all completions + at least 1 attempt)	1,012	724	479	3,738	13,360	39,110	48,338	36,844	21,074	14,495	9,572	6,923	195,407
	Average Time from Contact Generated to Contact Reached	0.11:18:14	0.20:46:43	0.23:57:18	1.05:36:47	1.05:27:53	1.03:22:51	1.10:36:20	2.05:22:10	3.10:28:45	4.15:46:31	4.11:52:25	5.13:32:32	2.06:25:38
	Average Contact Handle Time	0.00:16:53	0.00:14:34	0.00:14:49	0.00:12:37	0.00:12:44	0.00:12:32	0.00:12:10	0.00:11:18	0.00:11:26	0.00:10:45	0.00:10:20	0.00:13:47	0.00:11:57
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	71.3%	73.2%	73.3%	72.8%	76.8%	76.8%	73.4%	69.8%	67.1%	64.2%	60.7%	63.0%	71.1%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.4%	99.8%	99.1%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	99.3%
	Average Time from receipt of initial case name to full completion of all related contacts	0.19:12:25	1.02:52:10	1.06:04:07	1.12:16:08	1.12:08:24	1.12:38:20	2.00:43:03	3.00:52:19	4.00:53:53	6.00:56:00	5.07:04:14	6.15:53:18	2.21:59:27